

## Agency Application Scoring Criteria

Indicator	Criteria	Total Points
<p><b><u>Agency Experience</u></b> <b>Question 1</b></p>	<p>Does the agency demonstrate a key understanding of the needs and gaps of the priority population? Does the agency demonstrate a history of working with the priority population? Does the agency have experience with providing the service it is requesting funding for? If the agency lacks experience, does the narrative provide a description of steps the agency will take to fill gaps in knowledge? If the agency has a subgrantee, does the narrative provide a description of the subgrantee agency's experience and history providing services to the priority population and/or proposed services?</p>	10
<p><b><u>Training</u></b> <b>Question 2</b></p>	<p>Does the agency demonstrate awareness of mandatory/required trainings and are agency staff provided the correct level and frequency of training? Are trainings relevant to the priority populations and mission of the CoC? Are agency staff taking advantage of CoC sponsored trainings through CAS? Has the agency incorporated training for staff of all levels, including the board of directors and executive leadership on priority populations and service delivery that meets CLAS standards? Has the agency made changes to service delivery and program design based on trainings? Is training offered to all levels of staff in order to provide pathways for professional development?</p>	10
<p><b><u>Data</u></b> <b>Question 3</b></p>	<p>Does the agency utilize HMIS or comparable database for data entry? If not, does the agency have a plan for utilizing HMIS in project implementation? Does the agency reference DQ standards and appear aware of specific data requirements (i.e. data security protocols, timeliness of data entry, required data elements, etc.)? Does the agency have a clear process for collecting and entering data and evaluating data accuracy and completeness, including timelines and staff? Does the agency have a history of developing and implementing data quality improvement plans with an evaluation process in place to review and update? Is the plan communicated throughout the agency?</p>	10
<p><b><u>System Performance</u></b> <b>Question 4</b></p>	<p>Does the agency demonstrate knowledge of the system performance metrics? Does the agency have a plan for incorporating system performance review and improvement within the agency? Does the agency demonstrate a commitment to improving system performance as part of the CoC system?</p>	30
<p><b><u>Racial Equity</u></b> <b>Question 5</b></p>	<p>Are management and decision-making bodies representative of the population served by the programs? Has the agency identified steps to help the board of directors and decision-making bodies better reflect the population served by the program? Has the agency established professional development opportunities to identify and invest in emerging leaders of different race and ethnicities in the organization? Is the agency training and educating staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness? Has the agency reviewed internal policies and procedures with an equity lens and have a plan for developing and implementing equitable policies that do not impose undue barriers?</p>	25

	<p>Is the agency collecting data and/or reviewing HMIS to better understand the pattern of program use for people of different races and ethnicities in its program?</p> <p>Does the agency use communication, such as flyers, websites or other materials, inclusive of underrepresented groups?</p>	
<p><b><u>Consumer Involvement</u></b> <b>Question 6</b></p>	<p>Does the organization Board of Trustees or subcommittee contain at least one individual with lived experience?</p> <p>Is there a process in place for individuals with lived experience or consumers to give feedback to the program?</p> <p>Is there a process to evaluate whether people with lived experience feel that their feedback is valued and heard?</p> <p>Is there a process to ensure the feedback of people with lived experience is used intentionally/strategically to develop policies for this program?</p> <p>Does the feedback process include multiple ways (i.e. focus groups, paper and electronic surveys, one on one sessions) for the consumer to provide feedback?</p> <p>Does the agency collect consumer feedback during different points in program participation (i.e. after intake, after service planning, after discharge, etc.)?</p> <p>Does the agency provide an opportunity for anonymous consumer feedback and does the agency provide consumers with an anti-retaliation policy to protect consumers if they share unwanted feedback?</p> <p>Has the agency identified any barriers to involving people with lived experience in program design and process development?</p> <p>If so, does the agency have an understanding of the barriers and a plan to address these barriers?</p>	25
<p><b><u>CoC Participation</u></b> <b>Question 7</b></p>	<p>Do all levels of staff attend CoC meetings including executive leadership and direct program staff?</p> <p>Is the agency aware of CoC initiatives and actively working on strategic plan goals and objectives?</p> <p>Does the agency demonstrate knowledge of SP goals and objectives and has the agency identified ways to assist in achieving these?</p> <p>Does the agency have a process for ensuring CoC information and initiatives are communicated to staff throughout the agency?</p> <p>Does the agency discuss how it participates in the CE system?</p> <p>Does the agency demonstrate awareness of CE policies and procedures?</p>	30
<p><b><u>Housing First</u></b> <b>Question 8</b></p>	<p>Does the agency adhere to a housing first philosophy throughout all programs?</p> <p>Has the agency listed initiatives, in detail, intended to move the entire organization towards operationalization of a Housing First model?</p> <p>Are initiatives consumer/program participant-driven?</p>	10